NOVARTIS

Sales Representative - CRM

Job ID
REQ-10092006

十一月 05, 2026

Malaysia

摘要

Sales Representative, CRM
Location : Penang

#LI-Hybrid

As a Sales Representative at Novartis, you will be a key driver of customer engagement and sales performance. Acting as the face of our customer experience approach, you will build trusted relationships with healthcare professionals, deliver meaningful value to customers and patients, and help drive sustainable growth in a compliant and ethical manner.

This role is ideal for a commercially driven professional who is passionate about creating customer-centric experiences, using insights to shape engagement strategies, and collaborating across teams to address unmet needs in healthcare.

About the Role

Major accountabilities:

- Drive competitive sales growth by developing and executing effective territory, account, and customer engagement plans.
- Personalize customer engagement journeys for target healthcare professionals by leveraging customer preferences, available content, data insights, and multiple engagement channels.
- Build long-term, trusted partnerships with healthcare professionals to strengthen collaboration and support improved outcomes for customers and patients.
- Deliver memorable, customer-centric experiences by listening to customer needs and understanding the healthcare environment in which they operate.
- Use available data sources to dynamically prioritize, refine, and adapt customer interaction plans.
- Share customer insights with internal stakeholders to support the development of relevant product, indication, campaign, and engagement content.
- Collaborate compliantly with cross-functional teams to design and implement solutions that address unmet customer and patient needs

Requirements:

- University degree in Life Sciences, Pharmacy or Science related
- Minimum 1 year of experience in the pharmaceutical or healthcare industry.
- Strong sales and customer engagement capabilities
- Ability to communicate scientific and clinical information effectively to healthcare professionals
- Strong planning, prioritization, and territory management skills
- Commitment to compliance, integrity, and delivering high-quality execution

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients ' lives. Ready to create a brighter future together? https://www.novartis.com/about/strategy/people-and-culture

Benefits and Rewards: Learn about all the ways we ' ll help you thrive personally and professionally. Read our handbook (PDF 30 MB)

部门
International

Business Unit
Sales

地点
Malaysia

站点
Penang

Company / Legal Entity
MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (197101000541)

Functional Area
Sales

Job Type
Full time

Employment Type
Regular (Sales)

Shift Work
No

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(kPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; } if (kPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if (kPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if (kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if (kPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = {}; config.plugins.googleTagManager.customEventsTracking = {}; config.plugins.googleTagManager.containerId = 'GTM-57RJQ5'; config.plugins.googleTagManager.customEventsTracking.custom = []; config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents: false, playlistEvents: false, castEvents: false } }; }

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1. https://www.novartis.com/about/strategy/people-and-culture
2. https://www.novartis.com/sites/novartis.com/files/novartis-life-handbook.pdf
3. https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Penang/Sales-Representative---CRMREQ-10092006
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